

Utility Payment Options

Customers have the option to pay with Cash, Check, Credit Card (one time transaction or Recurring), e-Utility billing, and Automatic Withdrawal from a checking account. We accept Visa, MasterCard, Discover, and American Express.

What is e-Utility Billing? (look for more information on the E-UBilling FAQs on webpage)

eUtilityBilling is a convenient, safe and secure on-line service the City of Robbinsdale offers to its utility customers. With eUtilityBilling, you are able to:

- Pay your utility bill any time of the day
- Receive an electronic copy of your bill instead of a paper copy
- View billing history
- View your water consumption history

What is the Automatic Payment Plan?

The plan allows your utility bill to be paid from your checking account or credit card automatically – no checks to write, no postage to buy, no late payments. It's free, fast and completely hassle-free.

How do I sign up for the Automatic Payment Plan? (find forms on webpage)

- Complete and return the Automatic Payment Plan Authorization form, and
 - Include a voided check for your checking account, or
 - Complete the Credit Card Authorization

How soon will the Automatic Payment Plan start?

The process should take effect with your next billing cycle. Please continue to pay your bill as usual until the message "AUTOMATIC PAYMENT – DO NOT PAY" appears on the top of your bill.

Is there a charge for the Automatic Payment Plan service?

No. The City does not charge for automatic payments, and you enjoy the savings of no postage to mail your bills.

When will the payment be transferred from my checking account or credit card?

It will be transferred on the billing due date.

What if I change checking accounts or credit card?

Complete a new Automatic Payment Plan Authorization form located on the website.

What if I try Automatic Payment Plan and don't like it?

You can cancel your authorization for automatic payments at any time by notifying us in writing.